



Introduction

The American Red Cross' Reunification services provides human and technological resources to reconnect individuals as quickly as possible following a disaster or incident. Mechanisms include facilitating communication through the Safe and Well website, conducting comprehensive searches for individuals, working with unaccompanied minors, and working with partners to resolve reunification-related inquiries. As co-lead with the Federal Emergency Management Agency (FEMA) for the Mass Care component of the Emergency Support Function (ESF 6) in the National Response Framework, Red Cross has a commitment to provide Reunification Services.



Safe and Well Website

redcross.org/safeandwell

The Safe and Well website facilitates communication from inside the disaster-affected area to outside the affected area, helping people notify loved ones of their well-being, as well as reuniting separated family members within the disaster area. This is a free and publicly accessible tool, available 24/7/365. There is no activation required. Registrants also have the option of updating their Facebook and Twitter feeds. Paper registration forms are also available for collecting registration information and transporting to an area with connectivity for website entry. Access is available in English and Spanish.

Process for Working with Unaccompanied Minors

Unaccompanied Minors could show up at Red Cross service delivery sites. The Red Cross works closely with law enforcement, state agencies responsible for child protective services and the National Center for Missing and Exploited Children (NCMEC) in resolving such cases. The Red Cross Unaccompanied Minor Report Form contains the same required fields as the NCMEC Unaccompanied Minor Registry. When an Unaccompanied Minor is found at a service delivery site, the Red Cross notifies law enforcement, responsible state agencies and NCMEC to ensure collaborative information sharing for case resolution.

Comprehensive Searches

While the Red Cross does not take the place of emergency services and search and rescue, the Red Cross could initiate comprehensive searches for individuals who have a medical, mental health, functional or access need or disability that could impact an individual's ability to be safe during a disaster. The Red Cross works with disaster shelters, hospitals, feeding sites, etc., to attempt to locate the individual. If appropriate, the team may conduct welfare checks at the individual's home.

Data Sharing

While adhering to Red Cross privacy standards, the Red Cross is able to provide basic client shelter registration information such as name, phone number and address and Safe and Well registration data to agencies for reunification purposes. A requesting agency should submit its request through the Red Cross liaison in the Emergency Operations Center (EOC), the Red Cross disaster operations headquarters or the Red Cross liaison in the established Reunification Task Force.